



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 1163

SERIAL NUMBER 10/602,287	FILING OR 371(c) DATE 06/24/2003 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. BOC9-2003-0013 (383)
APPLICANTS Romelia H. Flores, Keller, TX; Biao Hao, Bedford, TX;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 09/09/2003				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged <u>Examiner's Signature</u> <u>Initials</u>		STATE OR COUNTRY TX	SHEETS DRAWING 5	TOTAL CLAIMS 30
				INDEPENDENT CLAIMS 7
ADDRESS 40987				
TITLE METHOD FOR MANAGING RESOURCES IN A MULTI-CHANNELED CUSTOMER SERVICE ENVIRONMENT				
FILING FEE RECEIVED 1566	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	